

## SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **EMERGENCY SERVICES DISPATCHER**

---

Jurisdictional Class: **Competitive**

Date Adopted: **Dec. 14, 1994**

Date Revised: **May 10, 1999, 5/08**

Jurisdictions: **County**

Union Status: **Schoharie County Local 452, Council 82, AFSCME, AFL-CIO**

Pay Grade:

---

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for monitoring dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents must maintain accurate records of all calls placed and received. May be required to perform various clerical duties as needed. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services;

Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;

Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;

Maintains a continuous log of all telephone and radio calls sent out or received, records all fire and emergency equipment in the county, and logs equipment out of service;

Utilizes computerized data-bases (including NYSPIN & EJustice systems) to access and record data and information; Receives and answers radio calls for various agencies and transfers calls to appropriate personnel; Receives and relays intra-county mutual aid calls;

Receives and records in log, location of fire alarms and emergency calls;

Performs other clerical duties as needed.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARAC-**

**TERISTICS:** Good knowledge of the operation of radio and telephone equipment and emergency services terminology, of the geography of the county and of the various emergency services mutual aid plans.

Ability to control telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service; to transmit orally, messages with good diction and a clear speaking voice; to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement or disaster preparedness services; to follow oral and written instructions which pertain to job assignment and methods of performance; to use office equipment; to perform routine clerical tasks; to write legibly, prepare reports and maintain records.

**MINIMUM QUALIFICATIONS:** High School diploma or equivalent.

**SPECIAL REQUIREMENT:** Successful completion of NYSPIN & E Justice school, CPR, AED, Emergency Medical Dispatch as a condition of completing probation. As well as ongoing yearly training as required by NYS.

Last Reviewed: 5/08

Last Updated: May 2008

Reviewed By: SC

Last Reallocated: n/a

## SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **EMERGENCY SERVICES DISPATCHER**

---

Last Reviewed: 5/08  
Last Updated: May 2008  
Reviewed By: SC  
Last Reallocated: n/a